



VI. Records and Forms Request Policy

6.1 Overview

At Impireum, we are committed to providing timely and accurate documentation to support our patients' needs. This policy outlines our procedures for handling document requests, including medical records, forms, and letters, to ensure efficient and fair service for all patients.

6.2 Medical Records Requests

6.2.1 Electronic Transfer (Free)

- a. Medical records can be transferred electronically via **fax or EHR** at no charge
- b. Records can be uploaded to Patient Portal upon request
- c. [\[Click HERE\]](#) to request electronic transfer

6.2.2 Processing Time

- a. Standard processing: **3-5 business days**
- b. Expedited requests may incur additional fees

6.3 Document Request Guidelines

Routine Requests

- a. **School/work excuses:** Available at end of appointment
- b. **Portal uploads:** Records uploaded upon request
- c. **No additional charge** for routine requests

6.4 During-Appointment Forms

Brief Forms (Under 5 Minutes)

- a. **Examples:** Absentee notes, simple accommodation letters
- b. **Cost:** No additional charge
- c. **Requirements:**
 - 1. Time permitting during appointment
 - 2. Notify front desk at appointment beginning
 - 3. Form completion under 5 minutes



*****Forms Requiring Additional Time; Forms and letters requiring more than 5 minutes will be completed outside of appointment time.**

6.5 Fee Schedule for Document Completion

Complexity Level	Time Required	Fee
Simple	Less than 5 minutes	No Charge
Moderate	5-15 minutes	\$50.00
Lengthy	15-30 minutes	\$100.00
Complex	30-60 minutes	\$200.00
Special Complex	Over 60 minutes	\$200.00/hour

6.6 Physical Document Fees

Printing, Faxing, or Mailing

- a. **First 20 pages:** \$25.00
- b. **Additional pages:** \$0.50 per page
- c. **Applies to:** All physical document requests

6.7 Request Process

6.7.1 How to Submit Requests

- a. electronic Form [\[Click HERE\]](#)
- b. **Portal submission** (preferred)
- c. **Phone request:** 877-631-0010
- d. **In-person** at front desk

6.7.2 Information Required

- a. Patient name and date of birth
- b. Type of document needed
- c. Purpose of request
- d. Delivery method preference
- e. Deadline (if applicable)



6.8 Important Guidelines

6.8.1 Planning Ahead

- a.** Submit requests with adequate lead time
- b.** Rush requests may incur additional fees
- c.** Complex forms may require provider consultation

6.8.2 Accuracy and Completeness

- a.** Provide all necessary information with request
- b.** Incomplete requests may delay processing
- c.** Additional information may be required for complex forms

6.9 Special Circumstances

6.9.1 Legal Documents

- a.** Court-ordered documents may require additional processing
- b.** Subpoenas handled per legal requirements
- c.** Additional fees may apply

6.9.2 Third-Party Forms

- a.** Insurance forms
- b.** Disability paperwork
- c.** Educational accommodations
- d.** Processing times may vary

6.10 Privacy and Confidentiality

6.10.1 HIPAA Compliance

- a.** All requests processed according to HIPAA regulations
- b.** Written authorization required for third-party releases
- c.** Patient privacy protected throughout process

6.10.2 Verification Requirements

- a.** Identity verification required for all requests
- b.** Additional documentation may be needed
- c.** Portal access provides secure document delivery



6.11 Payment

6.11.1 Payment Methods

- a.** Credit card on file
- b.** Payment required before document release
- c.** Fees non-refundable once processing begins

6.11.2 Fee Waivers

- a.** Financial hardship considerations available
 - b.** Contact billing department for assistance
 - c.** Documentation may be required
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